

## Questions & Answers

### Results Distribution for IH Medical Staff and Community Medical Practitioners

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#### 1. What is the “Electronic Distribution of Clinical Documents and Diagnostic Results Form”?

In accordance with the Electronic Distribution of Clinical Documents and Diagnostic Results Policy, Interior Health (IH) will support IH Medical Staff and Community Medical Practitioners in selecting the most appropriate distribution method for their workflows. As per IH’s Medical Staff Rules, IH Medical Staff members shall have a report-distribution method identified and activated in the IH Electronic Medical Record.

#### 2. Can I have my results distributed to multiple locations?

IH can currently only distribute diagnostic results and clinical documents to one location per IH Medical Staff or Community Medical Practitioner. As a result, all IH electronic diagnostic results, and clinical documents for all your patients will go to the Primary Work Location you specify on the Electronic Distribution of Clinical Documents and Diagnostic Results Form.

#### 3. What happens if I move offices?

It is your responsibility to inform IH so that your report/result distribution method is updated (e.g. practice location changes/additions, movement from one role to another, addition of roles in different care venues). To do this you can reach out to: [ResultsDistribution@interiorhealth.ca](mailto:ResultsDistribution@interiorhealth.ca) or complete an update to the Electronic Distribution of Clinical Documents and Diagnostic Results Form located on the Interior Health website: [Medical Staff | Interior Health](#).

#### 4. What if I have access to MEDITECH- Interior Health’s Electronic Medical Record (EMR) already? Can I see all reports and results within a single EMR?

All diagnostic results and clinical reports that are ordered or authored in MEDITECH, will be available in MEDITECH.

To view all reports and results in a single EMR, you can disable notifications in MEDITECH. This ensures that all signed reports and results appear in your personal EMR. Draft reports remain in MEDITECH and are only accessible there until they are signed. Authoring providers receive electronic notifications for unsigned reports in their MEDITECH sign queue.

#### 5. What if I don’t have access to MEDITECH?

Fill out the “Electronic Distribution of Clinical Documents and Diagnostic Results Form” to indicate where you would like your electronic reports and results sent.

#### 6. I work in multiple locations, what happens then?

To send reports or results to your secondary work location, remember to “CC” the clinic name on your requisitions and referrals, as this is the only way patient diagnostic results and clinical documents are received at a location other than the one you specified above as your Primary Work Location. Please inform all clinics where you work of your primary work location so they can contact that location for potential missing results or reports.

#### 7. How can I set up a preferred delivery method to receive non-IH diagnostic results and clinical documents?

Please contact Excelleris at: 604-658-2121 or go to: [Excelleris – Electronic health care information & lab results in British Columbia](#).

## **8. How will I receive the Electronic Distribution of Clinical Documents and Diagnostic Results Form?**

For new and existing IH Medical Staff the form should be distributed at the time of onboarding or the biannual credentialing process to ensure the correct distribution preferences are maintained, and to confirm demographic information pertaining to IH Medical Staff is current in the MEDITECH system.

For Community Medical Practitioners or any changes required to electronic distribution preferences the form can be accessed by:

- Contacting: [ResultsDistribution@interiorhealth.ca](mailto:ResultsDistribution@interiorhealth.ca) or
- Locating the form on the Interior Health website: [Medical Staff | Interior Health](#).

## **9. I have a new IH Medical Staff colleague- how do they set up with Electronic Distribution for Diagnostic Results and Clinical Documents?**

If the Electronic Distribution for Diagnostic Results and Clinical Documents Form was not received as part of the onboarding package for new IH Medical Staff, please locate the form on the Interior Health website: [Medical Staff | Interior Health](#).

## **10. What if I do not want to receive results or documents?**

As per the policy and the expectations of respective Colleges (e.g. College of Physicians and Surgeons of British Columbia), a provider needs to be able to receive results and reports in which they are the ordering or "CC" provider.

## **11. What if I don't have an EMR and cannot receive results electronically or have a fax machine?**

As per the policy and expectations of the respective Colleges ((e.g. College of Physicians and Surgeons of British Columbia), a provider has the responsibility to receive results and reports. This means a provider needs to have the means to receive these results and reports. An EMR is preferred, but a fax number (physical or eFax) is the minimum required technology for receiving results and reports.